

CP RECEIVED

DEC 30 2004

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Regina Ann Morris
(Your Full Name)

COMPLAINANT

VS. Louisville, GAS + Electric
(Name of Utility)

DEFENDANT

RECEIVED

DEC 30 2004

PSC Consumer Services

Case 2005-00010

COMPLAINT

The complaint of Regina Ann Morris
(Your Full Name) respectfully shows:

(a) _____
(Your Full Name)

4906 RED FEEN Rd
(Your Address)

(b) LGE.
(Name of Utility)

P.O. Box 33020
(Address of Utility)

(c) That: LGE charged me a 90 dollars
(Describe here, attaching additional sheets if necessary.)

Deposit. They cut my electricity
the specific act, fully and clearly, or facts that are the reason

on a green bill my bill was not
and basis for the complaint.)

even a month old. I see bills

every day on the job that are 600 and

over balance due. why must they
charge me a deposit because they charge
the amount. → over

Continued on Next Page

I've been a customer over 20 yrs.

Formal Complaint

_____ vs. _____

Page 2 of 2

Wherefore, complainant asks I dont think I should
(Specifically state the relief desired.)

be charged a deposit when I've paid
it already. They are charging me the difference
because they changed their policy.
Please see attached Bill.

Dated at Louisville, Kentucky, this 15 day
(Your City)

of December, 1904
(Month)

Regina Hunt
(Your Signature)

(Name and address of attorney, if any)



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM
 Walk-In Center Hours: Mon-Fri 8AM-5PM
 www.lgeenergy.com

| DATE DUE | AMOUNT DUE |
|----------|------------|
| 12/28/04 | \$190.76 |

Conserve paper! With e-bill, we'll send you an e-mail each month letting you know your bill is available for viewing and, if you choose, online payment. Sign up today by visiting our website at www.lgeenergy.com.

| ACCOUNT INFORMATION | |
|---------------------|--------------------|
| Account Number: | 1000-1341-7700-1 1 |
| Account Name: | REGINA A MORRIS |
| Service Address: | 4906 Red Fern Rd |
| Next Read Date: | 01/10/05 |

| Averages for Billing Period | This Year | Last Year |
|-----------------------------|-----------------|-----------------|
| Average Temperature | 49 ^o | 48 ^o |
| Number of Days Billed | 33 | 33 |
| Electric/kwh per Day | 16.8 | 20.2 |
| Gas/ccf per Day | 1.6 | 1.9 |

| BILLING SUMMARY | |
|-----------------------------|---------------|
| Previous Balance | 166.10 |
| Payments as of 12/09 | (166.10) |
| Balance as of 12/09 | 0.00 |
| Electric Charges | 37.66 |
| Gas Charges | 62.70 |
| Utility Charges as of 12/09 | 100.36 |
| Other Charges | 90.40 |
| Total Amount Due | 190.76 |

ELECTRIC CHARGES

Rate Type: ELECTRIC RESIDENTIAL

| | |
|--|----------------|
| Customer Charge | 5.00 |
| Energy Charge | 32.67 |
| Other Charges For Above Rates | |
| Electric Fuel Adjustment (\$.00031 CR x 555 kwh) | -0.17 |
| Electric Residential DSM (\$.00088 x 555 kwh) | 0.49 |
| Environmental Surcharge (0.760% x \$37.99) | 0.29 |
| Merger Surcredit (3.262% CR x \$38.28) | -1.25 |
| Earnings Sharing Adjustment(2.360% x \$37.03) | 0.87 |
| Value Delivery Surcredit (0.900% CRx \$37.90) | -0.34 |
| Home Energy Assistance Fund Charge | 0.10 |
| Total Electric Charges | \$37.66 |

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

| Account Number | Payment Due Date | Amount Due By Due Date | Amount Due After Due Date | Winter Help Donation | Amount Enclosed |
|--------------------|------------------|------------------------|---------------------------|----------------------|-----------------|
| 1000-1341-7700-1 1 | 12/28/04 | \$190.76 | \$195.78 | \$ | \$ |

Home Phone # (502) 802-2221

Check here if plan(s) requested on back of stub.

OFFICE USE ONLY: 61
 C06, R0071, G999999
 P166.10



#BWNGGLS
 #1000134177001 0 5#

REGINA A MORRIS
 4906 RED FERN RD
 LOUISVILLE, KY 40218-4142

PO BOX 35590
 LOUISVILLE, KY 40232-5590



Service Address: 4906 Red Fern Rd

01100013417700110000000195780000001907600000000000011

BILLING INFORMATION

| | |
|---|---------|
| Late Charge to be Assessed After Due Date | \$5.02 |
| Total deposit required | \$80.00 |
| Deposit paid to date | \$0.00 |
| Remaining deposit to be billed | \$0.00 |

Meter Read Codes: R – Actual Read; V – Verified Read; E – Estimated Read; S – Self Read

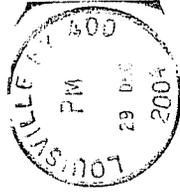
Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

IMPORTANT INFORMATION

To request a copy of your rate schedule, please call 1-502-589-1444, and press 1-1-2-2-4-2.

We offer you many convenient and flexible ways to pay your bill, including our Automatic Bank Club, online (www.lgeenergy.com), over the telephone or mail using the convenient return envelope we provide.

Regina Morris
4906 Reed Fern Rd
Law, Ky 40218



RECEIVED

Environmental + Public Protection Cabinet
Public Service Commission
211 Sower Blvd
P.O. Box 615
Frankfort, Kentucky 40602-0615

PUBLIC SERVICE
COMMISSION

